

AMENDMENTS TO THE CLAIMS

1. (Currently amended) A customer solicitation support system, comprising:

a portable apparatus which is carried by a customer;

a plurality of client computers which are installed in shops and wirelessly communicate with the portable apparatus; and

an information provision server which ~~exchanges information among~~ communicates with the plurality of client computers,

wherein the portable apparatus comprises:

a portable apparatus transmission device which sends desired product information which indicates a desired product which the customer who carries the portable apparatus desired to purchase and customer information for specifying the customer to one of the client computers which is closest to the customer who carries the portable device;

a portable apparatus reception device which receives shop information which indicates shops having stock of the desired product indicated by the customer information from said one of the client computers; and

a portable apparatus display device which displays the shop information which is received by the portable apparatus reception device, indicating shops having stock of a product desired by the customer; and

~~a portable apparatus communication device which wirelessly communicates with the client computers to send customer information indicating the customer carrying the portable apparatus and receive the shop information displayed on the portable apparatus display device from one of the client computers closest to the customer, wherein the portable apparatus communication device wirelessly communicates customer information, which includes the product desired by the customer;~~

———wherein each of the client computers comprises:

~~a first client computer communication device which wirelessly communicates with the portable apparatus communication device to receive the customer information from the portable apparatus communication device and send the shop information to the first portable apparatus communication device; and~~

~~_____ a second client computer communication device which sends the customer information received by the first client computer communication device to the server and receives the shop information sent by the first client computer communication device from the server; and~~

_____ a first client computer reception device which receives the desired product information and the customer information from the portable apparatus;

_____ a first client computer transmission device which sends the desired product information and the customer information to the server;

_____ a second client computer reception device which receives the shop information which indicates the shops having stock of the desired product indicated by the customer information from the server; and

_____ a second client computer transmission device which sends the shop information to the portable apparatus.

wherein the server comprises:

~~a server communication device which receives the customer information from the portable apparatus via the client computers wirelessly communicating with the portable apparatus and sends the shop information which the portable apparatus display device is caused to display;~~

a server reception device which receives the desired product information and the customer information from said one of the client computer;

a customer information database which ~~manages~~stores the desired product information in association with the customer information of each customer;

a stock information database which ~~manages~~stores stocked product information indicating stocked products of each shop in association with the shop information of each shop in which the client computer is installed;

~~an extraction device which, upon receiving the customer information via the server communication device, extracts the desired product information associated with the customer information from the customer information database based upon the received customer information; and~~

a control retrieving device which ~~compares~~ the desired product information extracted by the extraction device and the stocked product information registered in the stock information database; retrieves the stocked product information ~~coinciding~~which coincides with the desired

product information[.],] from the stock information database; and and outputs the shop information associated with the retrieved stocked product information to the server communication device;

a server transmission device which sends the shop information associated with the retrieved stocked product information which is retrieved by the retrieving device to said one of the client computers.

~~wherein the server receives customer information, which includes the product desired by the customer from the portable apparatus, obtains shop information indicating shops having stock of the product desired by the customer from the stock information database, and wirelessly communicates the shop information to the portable apparatus.~~

2. (Currently amended) The customer solicitation support system as defined in claim 1, further comprising:

a customer information input apparatus which comprises:

an input device which inputs customer information indicating the customer carrying the portable apparatus together with the desired product information associated with the desired product desired by the customer; and

a customer information input apparatus communication device which communicates with the server ~~communication device~~ and sends the desired product information and the customer information inputted by the input device to the server.

3. (Original) The customer solicitation support system as defined in claim 2, ~~wherein the input device is capable of inputting inputs~~ a face image of the customer together with the desired product information and the customer information, and

wherein the customer information input apparatus communication device sends the inputted face image together with the desired product information and the customer information to the server.

4. (Currently amended) The customer solicitation support system as defined in claim 3, ~~wherein~~ each of the client computers comprises a client computer display device which displays the face image of the customer and the desired product information[; and],

wherein the server communication device retrieving device of the server retrieves the stocked product information which coincides with the desired product information sent by the customer information input apparatus from the stock information database, and

wherein the server transmission device sends the face image of the customer and the desired product information which the client computer display device is caused to display to the client computer which is installed in the shop which is indicated by the shop information associated with the retrieved stocked product information.

5. (Currently amended) The customer solicitation support system as defined in claim 1, wherein[[:]] the portable apparatus comprises an portable device input device which inputs the desired product information associated with the product desired by the customer; and
~~the portable apparatus communication device sends the desired product information together with the customer information.~~

6. (Currently amended) The customer solicitation support system as defined in claim 5, ~~wherein the portable device input device of the portable apparatus is capable of inputting inputs~~ a face image of the customer together with the desired product information and the customer information, and

wherein the portable apparatus transmission device sends the inputted face image together with the desired product information and the customer information to said one of the client computers.

7. (Currently amended) The customer solicitation support system as defined in claim 6, wherein[[:]] each of the client computers comprises a client computer display device which displays the face image of the customer and desired product information[[:; and]],

wherein the server communication device retrieving device of the server retrieves the stocked product information which coincides with the desired product information from the stock information database, and

wherein the server transmission device sends the face image of the customer and the desired product information which the client computer display device is caused to display to the client

computer which is installed in the shop which is indicated by the shop information associated with the retrieved stocked product information.

8. (Original) The customer solicitation support system as defined in claim 1, wherein the shop information includes location information of the shops.

9. (Currently amended) The customer solicitation support system as defined in claim 8, _____ wherein[[:]] the server comprises a customer existing location detection device which detects an existing location of the customer[[:]], and

wherein the control-server transmission device outputs-sends the shop information of the shop close to the existing location of the customer, which is detected by the customer existing location detection device, preferentially to the server-communication-device-portable apparatus via said one of the client computers among the shop information associated with the retrieved stocked product information.

10. (Currently amended) The customer solicitation support system as defined in claim 9, _____ wherein[[:]] each of the portable apparatus ~~communication-transmission device, the portable apparatus reception device, of the portable apparatus and~~ the first client computer ~~communication reception device and the second client computer transmission device of the client computers~~ is a short-range wireless communication device which performs wireless communication only in a predetermined communication area[[:]], and

wherein the customer existing location detection device of the server detects the customer existing location based upon an installation location of the client computer which has sent the customer information to the server.

11. (Currently amended) The customer solicitation support system as defined in claim 10, wherein each of the portable apparatus ~~communication-transmission device, the portable apparatus reception device, of the portable device and~~ the first client computer ~~communication-reception device and the second client computer transmission device of the client computers~~ is a short-range wireless communication device of the Bluetooth standard.

12. (Currently amended) The customer solicitation support system as defined in claim 1, _____ wherein[[:]] the stocked product information managed by the stock information database includes prices of the stocked products[[:]], and

wherein the ~~control-server transmission device~~ outputs-sends the shop information of the shop, which sets low prices to the stocked products, preferentially to the ~~server-communication device-portable apparatus via said one of the client computers~~ among the shop information associated with the retrieved stocked ~~price-product~~ information.

13. (Currently amended) The customer solicitation support system as defined in claim 1, _____ wherein[[:]] each of the client computers comprises an input device which inputs stocked product information[[:]],

wherein each of the client computers sends the shop information to the server together with the stocked product information ~~via the second-client computer communication device[[:]], and~~

wherein the server comprises a database management device which, upon receiving the stocked product information and the shop information ~~via the server-communication device~~, registers the stocked product information in the stock information database in association with the shop information.

14. (Currently amended) The customer solicitation support system as defined in claim 1, _____ wherein[[:]] each of the client computers comprises ~~an-a client computer~~ input device which inputs product purchase information indicating that the customer has purchased the desired product[[:]],

wherein each of the client computers sends the customer information to the server together with the product purchase information inputted by the client computer input device ~~via the second client computer communication device[[:]], and~~

wherein the server comprises a database management device which, upon receiving the product purchase information and the customer information inputted by the client computer input device, deletes the desired product information, which is registered in association with the customer information, from the customer information database together with the received customer information.

15. (Currently amended) The customer solicitation support system as defined in claim 1, ~~_____ wherein the server comprises a database management device which manages terms of validity for the desired product information registered in the customer information database and~~ terms of validity for the stocked product information registered in the stock information database, respectively, and

~~_____ wherein the database management device deletes the desired product information and the stock product information, the terms of validity of which have expired, from the customer information database and the stock information database if the term of validity for the desired product information has expired, and~~

~~_____ wherein the database management device deletes the stock product information from the stock information database if the term of validity for the stock product information has expired.~~

16. (Currently amended) The customer solicitation support system as defined in claim 1, ~~_____ wherein[[:]] each of the portable apparatus communication-transmission device, the portable apparatus reception device, of the portable apparatus and the first client computer communication reception device and the second client computer transmission device of the client computers is a short-range wireless communication device which performs wireless communication only in a predetermined communication area[[:]],~~

~~wherein each of the client computers sends information[[:]] which indicates whether or not the each of the client computer is wirelessly connected to the portable apparatus[[:]] to the server via the second client computer communication device[[:]], and~~

~~wherein the server comprises a database management device which, upon receiving information, which indicates that the portable apparatus is not wirelessly connected to the each of the client computers, via the server communication device, deletes the customer information corresponding to the portable apparatus from the customer information database if the server receives the information which indicates that the portable apparatus is not wirelessly connected to the each of the client computers.~~

17. (Currently amended) An information provision server which ~~exchanges information~~ communicates with a plurality of client computers installed in shops, comprising:

a ~~communication-reception~~ device which receives desired product information which indicates a desired product which a customer who carries a portable apparatus desired to purchase and customer information indicating a-for specifying the customer carrying [[a]] the portable apparatus from the portable device via one of the [[a]] client computers which wirelessly communicating-communicates with the portable apparatus of the customer~~[[,]] and is closest to the customer who carries the portable device;~~~~the customer information further including a product desired by the customer, and sends shop information for causing a display device of the portable apparatus to display shop information relating to a shop holding stock of the product desired by the~~ customer;

a customer information database which ~~manages-stores the~~ desired product information relating to the product desired by the customer in association with the customer information received by the ~~communication-reception~~ device;

a stock information database which ~~manages-stores~~ stocked product information of stocked products of ~~the each of the shops as stock information~~ in association with ~~the shop information of each shop in which the client computer is installed; and~~

a ~~control-retrieving~~ device which ~~compares the desired product information included in the customer information managed by the customer information database and the stocked product information included in the stock information managed by the stock information database,~~ retrieves the stock information having the stocked product information ~~coinciding which coincides with~~ the desired product information~~[[,]] from the stock information database; and and outputs the shop information included in the retrieved stocked product information to the communication device;~~

a transmission device which sends the shop information associated with the retrieved stocked product information which is retrieved by the retrieving device to the portable device via said one of the client computers.

wherein the server receives customer information, which includes the product desired by the customer from the portable apparatus, obtains shop information indicating shops having stock of the product desired by the customer from the stock information database, and wirelessly communicates the shop information to the portable apparatus.

18. (New) The information provisions server as defined in claim 17, further comprising:

a database management device which manages term of validity for the desired product information stored in the customer information database and term of validity for the stocked product information stored in the stock information database, respectively,

wherein the database management device deletes the desired product information from the customer information database if the term of validity for the desired product information has expired, and

wherein the database management device deletes the stock product information from the stock information database if the term of validity for the stock product information has expired.